



An tOmbudsman Seirbhísí  
Airgeadais agus Pinsean

Financial Services and  
Pensions Ombudsman

# Candidate Information Booklet

The Financial Services and Pensions Ombudsman intends to hold a competition for the purpose of recommending suitable persons for appointment to the position of:

**Director of ICT**

**(Principal Officer)**

**Closing date: 12:00 on Wednesday, 12 June 2024**



The Financial Services and Pensions Ombudsman runs this campaign in compliance with the Codes of Practice for Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA) which are available on [www.cpsa.ie](http://www.cpsa.ie).

The Financial Services and Pensions Ombudsman is committed to a policy of equal opportunity.

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**W** [www.fspo.ie](http://www.fspo.ie)

# About the FSPO

The Financial Services and Pensions Ombudsman (FSPO) was established to resolve complaints from consumers, including small businesses and other organisations, about the conduct of financial service providers or pension providers.

The FSPO provides an independent, fair, impartial, confidential and free service to resolve complaints through either informal mediation or formal investigation and adjudication. When a consumer is unable to resolve a complaint or dispute with a financial service provider or pension provider, they can refer their complaint to the FSPO.

More information about the FSPO is available at [www.fspo.ie](http://www.fspo.ie), including:

- [Video: 'What happens when we receive your complaint'](#)
- [Video: What to expect during Dispute Resolution](#)
- [Video: What to expect during the Investigation process](#)
- [FSPO Strategic Plan 2021 - 2024](#)
- [Overview of Complaints 2021](#)

The FSPO is an equal opportunities employer, and we welcome applications from across the spectrum of society to join our open, supportive organisation and reflect the diversity of our service users.

## About this competition

The FSPO is seeking to recruit suitable candidates to be placed on a panel for the role of **Director of ICT (Principal Officer)**.

The FSPO expects to establish a panel from this campaign. Successful candidates will be placed on a panel from which appointments may be made. Vacancies will be offered to candidates placed on the panel based on the Order of Merit from interview. Once an offer of appointment has been accepted or rejected by a candidate, a candidate will be removed from the panel and no further offers of appointment will be made to that candidate. Any panel formed as part of this campaign which is not exhausted through appointment of candidates to current or future vacancies will expire **2 years** from the date of creation of the panel.



Successful candidates, in accordance with the Order of Merit, may be offered alternative roles at the grade of Principal Officer in other areas of the FSPO, should the FSPO identify vacancies suitable to the requirements for this competition while the panel is in place. If a candidate rejects an offer of an alternative role within the FSPO, that candidate will remain on the panel for the role of Director of ICT.

## About the Director of ICT (PO) Role

The Director of ICT is a new senior strategic leadership role within the FSPO. While larger Public Service organisations may have multiple PO-level roles across their ICT/ digital functions, this organisation will have one such senior leadership position, the Director of ICT, who will be responsible for all ICT related delivery and act as a trusted advisor on ICT and digital transformation for this organisation.

The ICT Directorate will provide the organisational, infrastructural, administrative and information management services required by the FSPO. The Directorate is also responsible for ICT related Vendor management and performance of all critical ICT related systems/applications. The ICT Directorate will also play a key role in supporting the Senior Management Team and the wider organisation in relation to the delivery of its Strategic goals including the provision of Data Analytics and Management Information provision.

The Director of ICT, as a member of the Senior Management Team, will be responsible for the overall leadership of the digital transformation strategy and the ongoing delivery and further development of the FSPO's ICT Strategy.

The successful candidate will lead and direct a strategic programme of work to deliver and enhance ICT/digital services offered by the FSPO to both its internal and external customers, and will lead and direct the development of the ICT/ digital strategy, including roadmap future developments to align with and support the FSPO's business needs; to include leading on the FSPO's strategic project to replace its legacy Case Management System.

The successful candidate will have deep enterprise strategic planning, digital and ICT service management and cyber security capability with a strong background in the delivery of technology transformation at programme, operational and strategic levels. The successful candidate will have contributed to the vision and development of enterprise data, infrastructure and application architecture and led a team of people responsible for the implementation of digital, ICT and data strategies.

The successful candidate will have demonstrated an ability to strategically manage third party vendors, with leadership expertise in emerging digital technologies. They will have a history of delivering advice and guidance at Executive level and will have developed strong working relationships across a



diverse stakeholder group. The successful candidate must have experience of leading and managing an extended ICT team.

### **Specific key responsibilities will include:**

- Provide leadership and direct support to the Ombudsman, Deputy Ombudsman and the Senior Management Team in relation to digital technologies, business transformation and future developments. Develop, plan and implement digital, ICT and data strategies that future proofs the Office's business needs and risks, delivers optimal return on investment and maintains highest levels of security.
- As a member of the Senior Management Team, the Director of ICT will contribute to the overall leadership and strategy of the Organisation.
- Demonstrate and maintain a broad knowledge of technology solutions, current trends, techniques and standards, and proactively pursue adoption of new technology developments and innovations.
- Direct the implementation of the Harnessing Digital & Connecting Government 2030: A Digital & ICT Strategy for Ireland's Public Service in the Office to ensure these strategies are aligned with the work of the Office and its digital, ICT and data strategies, the Public Service Reform agenda.
- Continue to accelerate Digital Delivery of Services, to support continuous development and innovation across the Public Service and the Harnessing Digital & Connecting Government 2030: A Digital & ICT Strategy for Ireland's Public Service, which seeks to deliver better outcomes and efficiency through innovation and excellence in ICT.
- Liaise with the Office of the Government Chief Information Officer (OGCIO) and National Cyber Security Centre (NCSC), where relevant to the Office, in relation to the Public Service ICT Strategies, relevant Circulars and ICT policy and security standards.
- Develop a clear focus for the Department on optimising the application of technology for business value including the transition from legacy systems.
- Oversee a review of the Open Data Initiative and liaise with The Open Data Unit in the Department of Public Expenditure, NDP Delivery and Reform to establish how the Office can contribute to the project.
- Responsibility for the overall leadership of the ICT Department and the strategic development of the digital and ICT services provided to the Office. Advising and regularly reporting to the Senior Management Team on digital and ICT projects, expenditure and proposed initiatives.
- Sit on the ICT Steering Committee and lead in the management of digital,



ICT and enterprise data risks for the Office within a framework of sound governance and robust quality assurance and risk management structures, including Disaster Recovery and Continuity of Service. The Director of ICT will also be responsible for the administration of the Committee and for the preparation and delivery of information to the Committee.

- Review and oversee the Office's digital and ICT expenditure, approve major contracts for ICT services and equipment and ensure strong vendor management. This includes providing insight and intelligence on multiannual capital investment, making recommendations on our future financial direction for strategic enterprise ICT and securing funding for the same.
- Responsibility for overall assurance and compliance, as it pertains to ICT/digital services, with required standards and procedures including, but not limited to, public procurement, financial management, governance requirements, cyber security standards and GDPR related requirements.
- Oversee the management of direct multiple agendas and projects, leading the Department by allocating resources appropriately to ensure the delivery and development of the services provided by the Department. Promote the Mission, Vision and Values of the office through self-management and team leadership.
- Represent the FSPO at relevant ICT related Government networks and stakeholder fora.

**The responsibilities outlined in this job description should not be regarded as exhaustive in scope and may be added to or altered as required, in line with the requirements of the FSPO. The duties appropriate to the post will be determined by the Ombudsman and may cover a range of activities allowing for maximum flexibility according to the needs of the organisation.**

## Experience, Qualifications & Personal Qualities Required

The successful applicant will have a critical leadership role in managing results and delivering to a high standard in a challenging and dynamic environment. The post holder will be self-driven with the experience of contributing effectively to the strategic direction of an organisation and the ability to motivate staff to meet ambitious targets and deadlines. They should be able to demonstrate that they have, or can acquire quickly, the capacity to deal with all aspects of the work at this level.



## Essential Requirements

To be eligible to be considered for appointment to this role, candidates, on or before 12 June 2024, must have the Required Skills/Abilities Expertise and Competencies for the Role including:

- A) 10 years minimum** directly relevant hands-on experience in ICT/ digital including;
- (i) A minimum of 4 years' operational experience of modernising services in a complex organisational environment
  - (ii) A minimum of 3 years' experience in managing complex/large ICT contracts and supplier relationships
  - (iii) At least 5 years' experience in managing, leading and coaching an ICT team to drive a high performing organisational culture that accommodates growth and highly dynamic expectations
  - (iv) At least 3 years' experience/knowledge of key technologies including Amazon Web Services, Azure Cloud and Platform Services, Cloud Security, MS technologies, website development/coding
  - (v) Have the ability to manage a range of ICT project types and complex business initiatives and change programmes
  - (vi) Have excellent proven and demonstrable decision-making, problem-solving, organisational, and time-management skills
  - (vii) Have a proven track record of developing and implementing standards, policies, procedures and guidelines
  - (viii) Have the capacity to develop and implement strategy, particularly in an ICT environment.

**OR**

- B)** A qualification at **Level 7** on the NFQ major award (i.e. ordinary degree) in a relevant computing or computational discipline **combined** with **7 years** directly relevant hands-on ICT/ digital experience as set out above at A i-viii.

**OR**

- C)** A qualification at **Level 8** on the NFQ major award (i.e. honours degree), or higher, with computing/computational modules taken in the final year **combined** with **7 years** directly relevant ICT/ digital experience as set out above at A i-viii.

**OR**



- D)** A qualification at Level 8 on the NFQ major award (i.e. honours degree), or higher, in a relevant computing or computational discipline combined with **5 years** directly relevant ICT/digital experience as set out above at A i-viii.

In addition to the specific requirements set out above, candidates must be able to demonstrate that they possess the competencies identified for effective performance at Principal Officer level as set out in Appendix 1.

### Desirable Requirements

In addition to the above essential requirements, it would be a decided advantage for candidates to have some or all of the following:

- Work experience in a number of organisations.
- Experience outside the Civil Service.
- A variety of experience (e.g. policy and operational).
- Post-graduation qualification in Strategy, Leadership or Management.

An invitation to tests, interview or any element of the selection process is not acceptance of eligibility. Eligibility may not be confirmed until the final stage of the process, therefore, candidates who do not possess the essential requirements, on the closing date of 12 June 2024, and who nevertheless proceed with their application, are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign. Candidates who are unable to show that they hold the qualifications outlined in their application may be eliminated from the campaign at any stage.





## Other Eligibility Criteria

### Eligibility to compete and certain restrictions on eligibility:

Candidates must, by the date of any job offer, be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (d) A non-EEA citizen who has a stamp 4 visa: or
- (e) A person awarded international protection under the International Protection Act 2015, or a family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
- (f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

## Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 1 June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the Public Service by any Public Service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed themselves of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).



## Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are not eligible to apply for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

## Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public monies. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed themselves of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

## Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

## Declaration

Applicants will be required to declare whether they have previously availed themselves of a Public Service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.



# Principal Conditions of Service

## General

While it is envisaged that appointments arising from this competition will be to a full-time permanent position in the public service (following an appropriate initial probationary period), the FSPO reserves the right to use the panel formed from this competition to fill other vacancies which may arise which may not be permanent in tenure.

## Pay

The salary and terms and conditions for a Principal Officer are those, as set out below, that currently apply to Principal Officer (Standard Scale PPC) in the public service.

### Principal Officer (PPC)

€100,885    €105,166    €109,414    €113,693    €117,303    €121,048<sup>1</sup>  
€124,787<sup>2</sup>

Long service increments may be payable after 3 (LSI1) and 6 (LSI2) years' satisfactory service at the maximum of the scale.

Candidates should note that entry will be at the minimum of the salary scale and will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Increments may be awarded subject to satisfactory performance, in line with Government pay policy.

## Important Note

Different terms and conditions may apply if, immediately prior to appointment, the appointee is already a serving Civil Servant or Public Servant.

## Tenure

The appointment will be for a permanent post in the public service. The appointee will be required to serve a 10-month probationary period.

## Assignment / Location

The successful candidate's place of work will be the FSPO's offices at Lincoln House, Dublin 2. Presently, FSPO staff can apply to work remotely for up to three days per week. This is subject to business needs, performance, and the requirements of the role. Future working arrangements will be determined by the broader public service policy framework.



When required to travel on official duty the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal public service regulations.

## Hours of Attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43 hours and 15 minutes gross per week. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

## Annual Leave

The annual leave allowance for the position of Principal Officer is 30 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the Civil Service, is based on a five-day week and is exclusive of the usual public holidays.

## Health

A candidate for, and any person holding the office, must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

## Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Appointees who will be paying the Class A rate of PRSI, will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to the Financial Services and Pensions Ombudsman. Payment of salary during illness will be subject to the appointee making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

## Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the public service, at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being



offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Key provisions attaching to membership of the Single Scheme are as follows:

### A. Pensionable Age

The minimum age at which retirement benefits are payable is the same as the age of eligibility for the State Pension, currently 66 years.

### B. Retirement Age

Scheme members must retire at the age of 70.

### C. Pension Abatement

If the appointee was previously employed in the Civil/Public Service and is in receipt of a pension from the Civil/Public Service normal abatement rules will apply. However, if the appointee was previously employed in the Civil/Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Department of Health Circular 7/2010 VER/VRS which, as indicated above, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements will, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

If the appointee was previously employed in the Civil Service or in the Public Service, please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012.

This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.



## Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e., the added years previously granted will not be taken into account in the calculation of the pension payment).

### III-Health-Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

### D. Prior Public Servants

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However, the key exception case (in the context of this competition and generally) is that a successful candidate who has worked in a pensionable (non- single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme.

In this case such a candidate would instead be offered membership of the pension scheme for non-established civil servants ("Non-Established State Employee Scheme"). This would mean that the abatement provisions at (c) above would apply, and in addition there are implications in respect of pension accrual as outlined below.

### E. Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.



## F. Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017. **Note:** ASC deductions are in addition to any pension contributions required under the rules of your pension scheme. For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: [Single Public Service Pension Scheme \(singlepensionscheme.gov.ie\)](http://singlepensionscheme.gov.ie)

### Important Notice

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

# Application and Selection Process

## How to apply

All candidates should visit [www.fspo.ie/careers](http://www.fspo.ie/careers), which provides the application form for this competition. **Applications received in any format other than the corresponding application form will not be accepted. Therefore, candidates must ensure they use the correct application form.** The FSPO expects candidates to complete this application form without the support or use of AI tools as it should reflect the specific relevant personal experience. Completed application forms should be submitted to [Careers@fspo.ie](mailto:Careers@fspo.ie) with 'Application for the position of Director of ICT (Principal Officer)' in the subject line.

## Closing Date:

Applications must be submitted by email to arrive by **12:00 on 12 June 2024**. **Applications will not be accepted after the closing date/time.**

## Selection Process:

The selection process may include the following:

- Shortlisting of candidates based on the information contained in their application.
- A written exercise
- Presentation or other exercises



- Interview(s), either online or in person
- Work sample or any other tests or exercises that may be deemed appropriate.

Candidates invited for interview should make themselves available on the date(s) specified by the FSPO and should ensure that the contact details specified on their application form are correct. If you cannot attend on the specified date/time you will be deemed to have withdrawn from the competition.

## Shortlisting:

Normally the number of applications received exceeds the numbers required to fill existing and future vacancies. While you may meet the eligibility requirements of the competition, if the numbers applying for the positions are such that it would not be practical to interview everyone, the FSPO may decide that only a certain number of candidates will be called to interview.

In this respect, the FSPO provides for the employment of a shortlisting process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable, or incapable of undertaking the job, rather that there are some candidates who are, *prima facie*, better qualified and/or have more relevant experience.

## Candidates with Disabilities:

If a candidate requires reasonable accommodation to be made at any stage of the selection process, please make this known by stating your requirements by email to [hr@fspo.ie](mailto:hr@fspo.ie). Every effort will be made to make the necessary reasonable arrangements to assist you.

## Confidentiality:

Subject to the provisions of the Freedom of Information Act 2014, applications will be treated in strictest confidence.

## Other Important Information:

The FSPO will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a competition, or invitation to attend interview, or a successful result notification, is not to be taken as implying that the FSPO is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration.





It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary effort and/or expense.

Prior to recommending any candidate for appointment to this position, the FSPO will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed, a final determination cannot be made, nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the FSPO may, at its discretion, select and recommend another person for appointment on the results of this selection process.

## Candidates' Rights - Review Procedures in relation to the Selection Process:

The FSPO will consider requests for review in accordance with the provisions of the codes of practice published by the CPSA. The Codes of Practice are available on the website of the Commission for Public Service Appointments <http://www.cpsa.ie/>.

## Candidates' Obligations:

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information
- canvass any person with or without inducements
- interfere with or compromise the process in any way

A third party must not impersonate a candidate at any stage of the process.

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:



- where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
- where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

## Specific candidate criteria:

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned.
- Be suitable on the grounds of character.
- Be suitable in all other relevant respects for appointment to the post concerned.

and if successful, they will not be appointed to the post unless they:

- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed.
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

## Deeming of candidature to be withdrawn:

Candidates who do not attend for interview or other test when and where required by the FSPO, or who do not, when requested, furnish such evidence as the FSPO requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

## Data Protection:

As part of the recruitment and job application process, we will collect your Personal Data. It is necessary for us to process your Personal Data in order to assess your job application and/or include you in a recruitment initiative. Ultimately, it may also be necessary for us to process your Personal Data in order to take steps to offer and enter into a contract of employment with you. We may disclose some or all of your Personal Data to the following parties: your previous employer(s) (where you have listed them as your referees); Recruiters (where your application is being handled by a Recruiter); outsourced service providers who assist FSPO with recruitment initiatives and campaigns. Where you are an unsuccessful job applicant, we will retain your Personal Data for a period of up to 12 Months from interview and 12 months from expiration of panel. If you have any concerns about the way your Personal Data is being used or processed by FSPO, please e-mail [dataprotection@fspo.ie](mailto:dataprotection@fspo.ie). Please see our full [data protection notice](#).



# Appendix 1

Key competencies for effective performance at Principal Officer level:

## Principal Officer



# Principal Officer Level Competencies

## Effective Performance Indicators

### Leadership and Strategic Direction

Leads the team, setting high standards, tackling any performance problems and facilitating high performance

Facilitates an open exchange of ideas and fosters an atmosphere of open communication

Contributes to the shaping of Departmental/Government strategy and policy

Develops capability and capacity across the team through effective delegation

Develops a culture of learning and development, offering coaching and constructive/supportive feedback

Leads on preparing for and implementing significant change and reform

Anticipates and responds quickly to developments in the sector/broader environment

Actively collaborates with other Departments, organisations and agencies

### Judgement and Decision Making

Identifies and focuses on core issues when dealing with complex information/situations

Assembles facts, manipulates verbal and numerical information and thinks through issues logically

Sees the relationships between issues and quickly grasps the high level and socio-political implications

Identifies coherent solutions to complex issues



Takes action, making decisions in a timely manner and having the courage to see them through

Makes sound and well-informed decisions, understanding their impact and implications

Strives to effectively balance the sectoral issues, political elements and the citizen impact in all decisions

## Management and Delivery of Results

Initiates and takes personal responsibility for delivering results/services in own area

Balances strategy and operational detail to meet business needs

Manages multiple agendas and tasks and reallocates resources to manage changes in focus

Makes optimum use of resources and implements performance measures to deliver on objectives

Ensures the optimal use of ICT and new delivery models

Critically reviews projects and activities to ensure their effectiveness and that they meet organisational requirements

Instils the importance of efficiencies, value for money and meeting corporate governance requirements

Ensures team are focused and act on business plans priorities, even when faced with pressure



## Building Relationships and Communication

Speaks and writes in a clear, articulate and impactful manner

Actively listens, seeking to understand the perspective and position of others

Manages and resolves conflicts/disagreements in a positive and constructive manner

Works effectively within the political process, recognising and managing tensions arising from different stakeholder's perspectives

Persuades others; builds consensus, gains cooperation from others to obtain information and accomplish goals

Proactively engages with colleagues at all levels of the organisation and across other Departments/organisations and builds strong professional networks

Makes opinions known when they feel it is right to do so

## Specialist Knowledge, Expertise and Self-Development

Develops and maintains skills and expertise across a number of areas that are relevant to their field and recognised by people internal and external to the Department/organisation

Keeps up to date with key departmental, sectoral, national and international policies and economic, political and social trends that affect the role

Maintains a strong focus on self-development, seeking feedback and opportunities for growth



## Drive and Commitment to Public Service Values

Consistently strives to perform at a high level

Demonstrates personal commitment to the role, maintaining determination and persistence while maintaining a sense of balance and perspective in relation to work issues

Contributes positively to the corporate agenda

Is personally trustworthy, honest and respectful, delivering on promises and commitments

Ensures the citizen is at the heart of all services provided

Is resilient, maintaining composure even in adverse or challenging situations

Promotes a culture that fosters the highest standards of ethics and integrity



An tOmbudsman Seirbhísí  
Airgeadais agus Pinsean

Financial Services and  
Pensions Ombudsman

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